



What is WPS

Network congestion can hamper cellular phone communications between emergency responders during large-scale incidents. Emergency managers should provide response personnel with Wireless Priority Service (WPS) to insure that they can use their cell phones during emergencies. WPS is a method of improving connection capabilities for a limited number of authorized national security and emergency preparedness (NS/EP) cell phone users. In the event of congestion in the wireless network, an emergency call using WPS will wait in queue for the next available channel. WPS calls do not preempt calls in progress or deny the general public's use of the radio spectrum.

DESCRIPTION

On September 11, 2001, the high volume of calls quickly overloaded cellular phone networks. Emergency responders at the Pentagon and World Trade Center could not reliably use cell phones during the first few hours of operations because no service had been established to grant priority access for emergency calls. Because of their reliance on cell phones, emergency managers had problems coordinating personnel and resources and disseminating instructions to responders. Some emergency response personnel were forced to rely on foot messengers to communicate at incident sites.

After the events of September 11, the National Communications System (NCS) implemented a program for wireless priority access for emergency services. WPS assigns calls made from a subscriber cell phone to the next available channel on the network. Subscribers must dial a special prefix number and the telephone number to access the service. Cingular currently offers WPS nationwide.

Emergency managers should investigate the WPS program as a way of insuring that emergency personnel can use their cell phones when needed most. Please see www.wps.ncs.gov/ for additional supporting information.

REQUESTING WPS

WPS is a requested feature through Cingular Wireless. Cingular sends the information below to Homeland Security to approve. Once approval is received the WPS feature is added to users phones.

Please list on a separate email or on this document the following information:

- User Name (s):
- Title of User (s):
- Mobile # (s):
- A quick explanation of why these users should have the WPS feature:
- Additional Contact # for the User:

- Identify a WPS Point of Contact (POC) who will be managing the WPS account for the organization:
 - Name
 - Phone #
 - Email Address
- Alternate POC
 - Name
 - Phone #
 - Email Address

If there are any additional questions please contact me via email or phone.

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CINGULAR WIRELESS MAKES BUSINESS RUN BETTER

Wireless Priority Service from a leader in government solutions

Make contact over congested networks.

Cingular makes it easier for your organization to access your wireless network during large-scale emergency situations.

In times of crisis, making an important wireless call can often be difficult. Circuits can get overloaded, wireless networks can get jammed, and it could take a long while for calls to get through. This could prevent emergency personnel from achieving the crucial contact that helps them respond to mission-critical situations. In these situations, reliable communication is an absolute necessity.

Wireless Priority Service from Cingular gives emergency agencies such as fire, police, the FBI, Homeland Security, the Department of Defense and others priority access in heavy network traffic. Now available in the Albany, Boston, New York City and Washington D.C. metro areas, this service provides priority

handling for emergency calls, to help them get through without delay.

A simple process when speed is critical.

Once your SIM card is registered with Wireless Priority Service, summoning its capabilities is simple. Just dial *272 plus your destination number and your call will be flagged as an urgent communication. Your call will get connected over the next available channel.



Challenge:

Help high-priority wireless calls get through during emergency situations.

Solution:

Sign up for Wireless Priority Service, which gives mission-critical calls priority in heightened network traffic.

NETWORK

THE LARGEST NATIONAL DATA NETWORK.
THE LARGEST PROVIDER ON THE GLOBAL STANDARD.

Be prepared for unpredictable circumstances.

People have become increasingly concerned with safety and security during times of emergency – and no one can predict when a crisis will arise. That's why it's more important than ever that your emergency personnel have access to Wireless Priority Service. Improve access to your wireless network and be prepared to respond to emergency situations quickly and efficiently to help ensure public safety and national security.



Wireless Priority Service	
Activation Fee	\$10.00
Feature Charge (per month per user)	\$ 4.50
Cost per Minute*	\$ 0.75

*Additional charges, as set forth in your Cingular Wireless plan, may apply.

Find out more about Wireless Priority Service today.

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IMPORTANT INFORMATION

Wireless Priority Service (WPS) is only available to individuals authorized by the Office of the Manager, National Communications System (NCS). WPS is not available in all areas; visit wps.ncs.gov and contact your Cingular Wireless account representative for complete details regarding availability. WPS provides end users with the ability to be put on a queue for the next available resource, ahead of end users without WPS. Cingular Wireless makes no assurances regarding waiting times associated with WPS, nor can Cingular Wireless ensure that WPS calls will be connected. If you use WPS, Cingular Wireless is required to share your WPS call usage information with the NCS and its authorized agents. The WPS charges, including the \$0.75/minute charge, are all in addition to the charges associated with your Cingular Wireless plan. All rates, terms and conditions of your plan apply. See applicable service agreement, corresponding plan brochure, and related printed materials for complete details. Contact your Cingular Wireless account representative for complete details on WPS.

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